

UPDATE ON NDIS and CCSP

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Please find below some highlights from the Round 3 - NDIS Provider meeting recently held at Penrith and other forums held in July and August 2016, particularly focusing on information relevant to Community Care Supports Program (CCSP) providers. Please note this summary is based on the Regional Development Officer's interpretation of presented material and with the rollout taking place quickly, some information may no longer be current.

General NDIS Information – full Roll out from July 2016 for Nepean and Western Sydney

➤ System Updates

- **MyPlace provider portal** – There have been some delays and migration issues experienced with MyPlace provider portal but the system is continually being improved. There have been some incorrect or missing organization and/or registration details (i.e. with service bookings), resulting in an inability for services to claim. Work on improving this is complete. Providers are encouraged to check the portal to ensure the accuracy of their service information and notify their local NDIA office if problems persist. To access ongoing updates, [click here](#).
- **All service bookings** need to be entered in the system before providing supports to a participant and making claims (see Module 6 & 11 in the [Provider Toolkit](#)). This includes services that are likely to be used, even if not definite. Service bookings can be edited and/or cancelled if required.
- **Support Clusters** have been changed to 'Registration Groups' – (see Module 2 & 4 of the [Provider Toolkit](#)).
- **The NDIA Price Guide** is arranged into 15 categories that align to the purpose of the funded supports and the NDIA Outcomes Framework. To access updated Price Guide 2016/17, [click here](#). Scroll to the bottom of the page to access '*Mapping of old supports to new supports*'.
- **Claiming and payments strategy** – NDIA have introduced a new strategy with a dedicated team to assist with processing bulk claims or other claims for providers experiencing issues with bulk claiming and payments. If experiencing issues, contact 1800 800 110.

➤ **Eligibility** - All CCSP clients will need to be re-assessed for eligibility unless they also receive a higher level of ADHC-funded disability supports, in which case simplified access arrangements will apply. New participants will be able to access NDIS if they have an **immediate** need and do not currently access supports. There are 6,500 places allocated for new participants. They will need to apply for access and be assessed for eligibility.

➤ **Continuity of support for people who are not eligible for NDIS**

- People over 65 currently in receipt of ADHC-funded programs will receive Continuity of Support administered by the Commonwealth. The Commonwealth is responsible for the full cost of state specialist disability services and will be responsible for funding and administering specialized disability services for older people alongside the roll out of NDIS. This Continuity of Support program will sit as a sub-program of the broader Commonwealth Home Support Program to provide services to 8,500 older individuals who currently receive specialist disability services across Australia (excluding WA). Three regions (Nepean/Blue Mountains, Southern and Hunter) will be transitioned

from 1 December 2016 with Western Sydney and South West Sydney transitioning from May 2017. Program Manual and Guidelines are scheduled to be released in Sept 2016 and funding agreements to be available in late October / early November for relevant services in the Nepean/Blue Mountains. The Commonwealth wrote to relevant providers in August requesting them to validate client data. If you haven't received this letter, contact CommonwealthCoS@health.gov.au or ring (02) 9282 0501 for assistance to complete validation tool.

- For people under 65 years old who do not meet the disability requirements (some CCSP clients), they will receive continuity of support from the NDIA through Information Linkages and Capacity Building. FACS are still clarifying pathways for people under 65 who are deemed ineligible.

➤ **Process for development of “My First Plan” (Participant Pathway)**

- **NDIA establishes contact** with current service recipients. Obtains consent and confirms name, date of birth, Centrelink Customer Reference Number.
- **Eligibility** established/confirmed by NDIS Access Team.
- **Pre-planning** - Information session/ information-gathering/ ‘My First Plan’ conversation held primarily with Local Area Coordinators or LACs (Uniting).
- **Plan development and approval** - done by NDIA Planner.
- **Plan implementation** – supported by LACs / Uniting (or by funded Support Coordinators, if there's a level of complexity).

➤ **Notes regarding support provided by NDIA**

- **NDIA Access Team** – They are contacting people if there is a level of additional complexity involved
- **Local Area Coordination (LAC)** will support participants and their families participate in their community and assist them through all steps on the NDIS pathway. They will also assist people not eligible for the NDIS to connect to relevant community resources.
- **Funded Support Coordination** – This role includes:
 - Supporting the plan implementation of people with more complex needs
 - Identifying options for all supports in the plan (funded, mainstream and informal), and implementing these supports
 - Building participants' capacity to coordinate their own supports, reach decisions, enter into agreements with providers and achieve greater independence in the longer term
 - Ensuring that mainstream providers meet their obligations
 - Being available to ensure that support arrangements endure, including during crisis periods
 - Reporting on outcomes to NDIA.

Organisations providing funded support coordination should be starting to receive requests for service now. If a participant doesn't have a preferred support coordinator a random system of selection will be used. NDIA will forward a request for service and complete a service booking. The support coordinator will meet with the participant within 5 working days. NDIA is continuing to examine the conflict of interest issues in relation to the separation / independence of Support Coordination from the direct provision of supports, if provided by the same organisation.

- **“My First Plan”** – will focus on providing people with the necessary and reasonable supports they need immediately. It will be assuring continuity of service for the participant and filling gaps, as well as linking in with LACs or funded support coordinators, as required. The plan includes three sections: ‘About Me’, ‘My Goals’ and ‘My Supports’. Information gathering and plan approvals have been progressing and

some plans are starting to be implemented. There can be up to 15 different support budgets that each participant can have as part of their plan, based on their support requirements.

- **Review of plans** – for those participants whose plans are up for review in June, July and August (only applies to participants involved in early roll out in Nepean), these plans have been extended by 90 days to ensure continuity of support. Providers should discuss with participants whether service agreements need to be updated accordingly.
- **Assistive Technology** – NDIA is finalizing a new Memorandum of Understanding with ENABLE (NSW Health) to provide assistive technology. ENABLE have processes regarding assessment and prescription. There are budget allocations in plans and NDIA will make service bookings for assessors. If people want to access equipment from another provider, the ENABLE pricing schedule applies.
- **Quality and safeguarding arrangements** - working arrangements are being finalized by COAG. Module 4 of the [Provider Toolkit](#) will be updated as new arrangements are available. All specialized disability services are now required to have Third Party Verification, including Allied Health services, except if they are individual practitioners.
- **Funding Variations** – FACS will be monitoring the actual number of people transitioning to the NDIS against targets on a monthly basis. If some people transition, then some funding will be varied. The original funding variation amount may be adjusted to reflect the rate of transition. If no clients have transitioned, then the provider will be paid the full amount. New planned payments schedules will be issued whenever there is a change to payments.
- **Transport issues and NDIS** - NDS prepared a submission to a recent NSW Parliament Inquiry highlighting key issues impacting on access to transport and NDIS. Critical barriers include affordability, availability and choice of transport options, physical and psychological barriers. For more details, visit the NDS website www.nds.org.au.

Getting ready for NDIS Transition

- **Sector Readiness** – NDS has undertaken an analysis of provider readiness from 2014 – 2016 based on data obtained through the NDIS Provider Toolkit (developed by NDS). As at 2016, 8% indicate NDIS readiness in all domains, 35% indicate readiness in three quarters of domains, 67% indicate readiness in half or more domains. This reflects an improvement since 2015. Larger organisations were more confident in relation to financial sustainability while smaller organisations fared better on people and capability. To access this NDS toolkit go to www.readiness.nds.org.au
- **NDS advice on readiness** – four practical things to do now include:
 - Ensure that your clients understand the support that they are currently receiving from you
 - Map your programs against the supports funded by the NDIS
 - Review the NDIS [Provider Toolkit](#) – Terms of Business Service Bookings, Payment Requests and Provider Assurance
 - Develop a process to implement participant plans (e.g. service bookings, service agreements).
- **Service Agreements** – It is recommended that these include the supports to be provided and costs of those supports, how, when and where and how long they will be provided, Agreement review processes, dealing with issues, participant and provider responsibilities and how the Agreement can be changed or ended by both parties.
- **Stay informed with future NDIS provider forums** - the next NDIS provider forum will be held in Western Sydney on 25th October (Parramatta). No further rounds to be held in Nepean/Blue Mountains.